

# Understanding Virginia Electronic Child Care

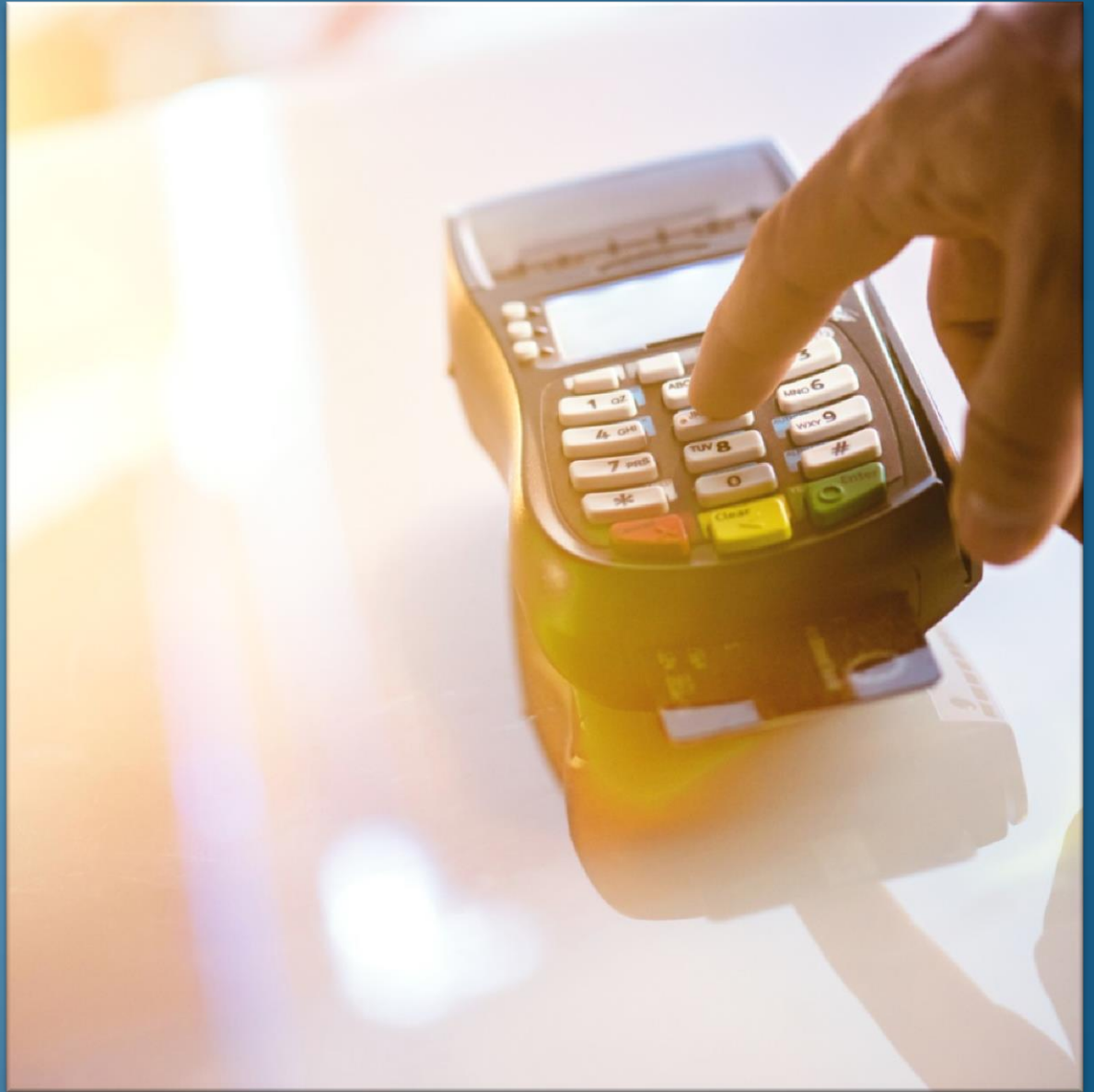


**An Introduction for Subsidy Recipients**



# Virginia Electronic Child Care

## What is Virginia Electronic Child Care?



# Virginia Electronic Child Care...



An electronic attendance system

How subsidy recipients report attendance and absences

How approved vendors are paid for child care services

How Do Subsidy  
Recipients Report  
Child Care  
Attendance and  
Absences?



VaECC cards are mailed to subsidy recipients once they are authorized to receive child care services.



Subsidy recipients must activate their VaECC card by calling the Parent Help Desk and selecting a personal identification number, or PIN.

**Parent Help Desk: 1-877-918-2322**



Subsidy recipients must memorize their PIN and keep it private.

This includes **NOT** writing it down.





To report attendance and absences, subsidy recipients must use the VaECC card along with...

The Interactive  
Voice Response  
System (IVR)

(telephone prompt  
system)

or

The Point of Service  
Device  
(POS)

(card swipe machine)



The IVR system or POS device is located where child care is provided (at the family day home or at the child day center).



# How Do Subsidy Recipients Use the Interactive Voice Response System (IVR)?

(telephone prompt response)



## Interactive Voice Response System (IVR)

**Step 1:** Call 877-918-2322

**Step 2:** Follow prompts

**Step 3:** Key in the VaECC card number and four-digit PIN number

**Step 4:** Select the attendance option, then key in the child's two-digit ID number (one ID per child)

**Step 5:** Wait to hear the "Approved" message, then hang up




# How Do Subsidy Recipients Use the Point of Service Device (POS)?

(card swipe machine)



# Point of Service Device (POS)

## Reporting Attendance – When You Are Checking In

Scenario	Directions
<p>Upon your arrival to drop off your child(ren) at a child care program...</p> 	<p><b><u>Step 1:</u></b> Swipe the VaECC card</p> <p><b><u>Step 2:</u></b> Key in the 4-digit PIN and press the ENTER key</p> <p><b><u>Step 3:</u></b> Press 1 for <i>Check In</i></p> <p><b><u>Step 4:</u></b> Key in the child's two-digit ID number and press the ENTER key two times (for more than one child, key in the next ID number, then press ENTER key two times)</p> <p><b><u>Step 5:</u></b> Make sure the word, "APPROVED," displays on the screen before leaving</p>

**RULE: For every check in, there must be a check out**

## Point of Service Device (POS)

### Reporting Attendance – When You Are Checking Out

#### Scenario

Upon your arrival to pick up your child(ren) from a child care program...



#### Directions

##### Step 1:

Swipe the VaECC card

##### Step 2:

Key in the 4-digit PIN and press the ENTER key

##### Step 3:

Press 2 for *Check Out*

##### Step 4:

Key in the child's two-digit ID number and press the ENTER key two times

(for more than one child, key in the next ID number, then press the ENTER key two times)

##### Step 5:

Make sure the word, "APPROVED," displays on the screen before leaving

**RULE: For every check in, there must be a check out**

## Point of Service Device (POS)

Reporting Attendance – If You Use After School Child Care

### Scenario

If your children are transported to a child care program by an after school bus, the vendor manually records the time of arrival.

Upon your arrival to pick up your children from the child care program...



### Directions

**Step 1:** Swipe the VaECC card

**Step 2:** Key in the 4-digit PIN and press the ENTER key

**Step 3:** Press 3 for *Previous Check In*

**Step 4:** Key in the date of the previous check in and press the ENTER key

**Step 5:** Key in the time the child arrived to the child care program (recorded by vendor) and press the ENTER key

**Step 6:** Select 1 for *AM* or 2 for *PM*

**Step 7:** Key in the child's 2 digit ID number and press the ENTER key two times

(for more than one child, key in the next ID number, then press ENTER key two times)

**Step 8:** Make sure the word, "*APPROVED*," displays on the screen before leaving

**RULE:** For every check in, there must be a check out



# Point of Service Device (POS)

## Reporting Attendance – Before and After School Child Care Scenario

Scenario	Directions
7:30 a.m. Children are transported to the child care program by bus. For record purposes, the vendor writes down the time of arrival.	<b><u>Reminder 1</u></b> - Subsidy Recipients:  Swipe the VaECC card and key in the 4-digit PIN Press 3 for <i>Previous Check In</i> at 7:30 a.m. Complete attendance procedures – Make sure “Approved” displays on screen
8:30 a.m. Children leave the child care program to attend public school. For record purposes, the vendor writes down the time of departure.	<b><u>Reminder 2</u></b> - Subsidy Recipients:  Swipe the VaECC card and key in the 4-digit PIN Press 4 for <i>Previous Check Out</i> at 8:30 a.m. Complete attendance procedures – Make sure “Approved” displays on screen
3:30 p.m. Children return to the child care program. For record purposes, the vendor writes down the time of arrival.	<b><u>Reminder 3</u></b> - Subsidy Recipients:  Swipe the VaECC card and key in the 4-digit PIN Press 3 for <i>Previous Check In</i> at 3:30 p.m. Complete attendance procedures – Make sure “Approved” displays on screen
5:30 p.m. Children are picked up from the child care program. The Subsidy Recipient keys in all of the day’s arrival and departure times into the POS device.	<b><u>Reminder 4</u></b> - Subsidy Recipients:  Swipe the VaECC card and key in the 4-digit PIN Press 2 for <i>Check Out</i> at 5:30 p.m. Complete attendance procedures - Make sure “Approved” displays on screen

**RULE: For every check in, there must be a check out**

## Point of Service Device (POS)

Reporting Attendance – If You Forgot to Check Out on the Previous Day

### Scenario

If you forgot to check out on the previous day...



### Directions

**Step 1:** Swipe the VaECC card

**Step 2:** Key in the 4-digit PIN and press the ENTER key

**Step 3:** Press 4 for *Previous Check Out*

**Step 4:** Key in the date of the previous check out and press the ENTER key

**Step 5:** Key in the time the child left and press the ENTER key

**Step 6:** Select 1 for AM or 2 for PM

**Step 7:** Key in the child's 2 digit ID number and press the ENTER key two times

(for more than one child, key in the next ID number and press ENTER key two times)

**Step 8:** Make sure the word, "APPROVED," displays on the screen before leaving

**Step 9:** Begin **Check In** procedures

**RULE: For every check in, there must be a check out**

## Point of Service Device (POS)

Reporting Attendance – If You Forgot to Check In on the Current Day

### Scenario

If you forgot to check out on the previous day...



### Directions

**Step 1:** Swipe the VaECC card

**Step 2:** Key in the 4-digit PIN and press the ENTER key

**Step 3:** Press 3 for *Previous Check In*

**Step 4:** Key in the date of the previous check in and press the ENTER key

**Step 5:** Key in the time the child arrived and press the ENTER key

**Step 6:** Select 1 for AM or 2 for PM

**Step 7:** Key in the child's 2 digit ID number and press the ENTER key two times

(for more than one child, key in the next ID number and press ENTER key two times)

**Step 8:** Make sure the word, "APPROVED," displays on the screen

**Step 9:** Begin **Check Out** procedures

**RULE: For every check in, there must be a check out**

# Point of Service Device (POS)

Reporting Attendance – When You Are Reporting an Absence

## Scenario

If you are reporting an absence...



## Directions

**Step 1:** Swipe the VaECC card

**Step 2:** Key in the 4-digit PIN and press the ENTER key

**Step 3:** Press 5 for *Absence*

**Step 4:** Key in the date of the absence  
(MM-DD-YYYY) and press the ENTER key

**Step 5:** Select 1 for *Full Day* or 2 for *Part Day*

**Step 6:** Key in the child's 2 digit ID number and press the ENTER  
key two times

(for more than one child, key in the next ID number and press ENTER key two times)

**Step 7:** Make sure the word, "APPROVED," displays on the  
screen before leaving

**RULE: For every check in, there must be a check out**

## Point of Service Device (POS)

Reporting Attendance – When You Are Reporting a Holiday

### Scenario

If you are reporting a holiday...



### Directions

**Step 1:** Swipe the VaECC card

**Step 2:** Enter the 4-digit PIN and press the ENTER key

**Step 3:** Press 6 for *Holiday*

**Step 4:** Enter date of the holiday  
(MM-DD-YYYY) and press the ENTER key

**Step 5:** Select 1 for *Full Day* or 2 for *Part Day*

**Step 6:** Key in the child's 2 digit ID number and press the ENTER  
key two times  
(for more than one child, key in the next ID number and press ENTER key two times)

**Step 7:** Make sure the word, "*APPROVED,*" displays on the  
screen

**RULE:** For every check in, there must be a check out

## Frequently Asked Questions



Do I have to use the  
VaECC system?



Yes.

Subsidy Recipients who refuse to use the VaECC system may be responsible for paying the vendor directly and/or the subsidy case may be closed.

Can I give my card to the vendor and allow the vendor to report attendance/absences for them?



Absolutely not! A vendor must **NEVER** be in possession of the VaECC card (this includes making photocopies).

If Subsidy Recipients give the VaECC card to the vendor the subsidy case may be closed, and the vendor terminated from the Child Care Subsidy Program.



If I have children who attend different vendors, do I need more than one card?



After-School Program

Child Day Center



No. The VaECC card will work at any vendor location where the Subsidy Recipient has an active child care authorization.

*Subsidy Recipients must remember that school-age children who attend a Before/After School Program require additional swipes as compared to another child who has been present at a child care program all day.*

Who should I contact if my VaECC card is damaged or lost?



Subsidy Recipients must contact the Parent Help Desk if they DO know the VaECC card number.

Subsidy Recipients must contact the case manager if they DO NOT know the VaECC card number.

*Subsidy Recipients should take a picture of the front and back of the card once they receive it in the mail. That way, they will have an image of the VaECC card number and the Parent Help Desk telephone number.*

**Parent Help Desk: 1-877-918-2322**

Can another person,  
besides me, drop off or  
pick up my child(ren)?



Yes. Subsidy Recipients can authorize one other person to drop off or pick up the child(ren) from daycare. A second card may be given to that person.

How can I report attendance/absences if the telephone or internet service is not working?



The POS device can still be used. The POS device stores information for a period of 7 days, plus the current day.

How can I report attendance/absences if the POS device is not working?



If the POS device is not working, Subsidy Recipients should use the IVR system as a back-up.

Vendors should call the Vendor Help Desk to report problems with the POS device.

**Vendor Help Desk : 1-877-918-2776**

How can I report attendance/absences if the VaECC card is damaged?



The Subsidy Recipient can press the **F3** key to bypass the VaECC card swipe and use the keypad to enter the card number.